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# Sources of Assistance for Schools

November 2001

U.S. Department of Education



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# Preface

## Overview

This guide contains all communication references previously found in the following technical references and desk references published by the U.S. Department of Education (ED):

### **TECHNICAL REFERENCES:**

- DIRECT LOAN
- EDE
- FISAP
- RFMS

### **DESK REFERENCES:**

- APPLICATION PROCESSING
- DIRECT LOAN
- FISAP
- PACKAGING
- PELL
- QA TOOL
- SSCR-32

These references include phone numbers, e-mail addresses, Web site addresses, etc., and often have brief explanations of the entry's purpose, which are primarily found as bullets.


**Note:** All references are subject to change. This document will be updated and reposted to the **SFAdownload.ed.gov** Web site as needed.

## Legend

This directory includes frequently used communication references such as:

**AVR** Automated Voice Response


**ET** Eastern Time

 E-mail addresses

 Fax numbers

 Hours

 Telephone numbers

 Web site addresses

# Case Management Teams

- Audit Resolution
- Financial Analysis
- Program Reviews
- School and Program Eligibility/Recertification
- Technical Assistance

| Team  | ☎            |
|---|--------------|
| <i>Boston Team</i> (CT, ME, MA, NH, RI, VT)   | 617/223-9338 |
| <i>New York Team</i> (NJ, NY, PR, Virgin Islands)   | 212/264-4022 |
| <i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)   | 215/656-6442 |
| <i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)  | 404/562-6309 |
| <i>Chicago Team</i> (IL, MN, OH, WI)  | 312/886-8767 |
| <i>Dallas Team</i> (AR, LA, NM, OK, TX)   | 214/880-3044 |
| <i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)  | 816/880-4053 |
| <i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)   | 303/844-3677 |
| <i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands) | 415/556-4295 |
| <i>Seattle Team</i> (AK, ID, IN, OR, WA)  | 206/615-2594 |
| <i>Foreign Schools Team</i>   | 202/377-3168 |

## School Cohort Default Rates

**202/708-6048 ①**  
**or 202/708-9396**



sfa.schools.default.management@ed.gov



[www.ed.gov/offices/OSFAP/defaultmanagement](http://www.ed.gov/offices/OSFAP/defaultmanagement)



Fax: 202/205-2506

**Director:** Patricia Trubia, 202/205-2506

**Operations Team Leader:** Kristie Jordan, 202/205-9498

**Appeals Team Leader:** Maureen Nixon, 202/205-9938

**Administrative:** Carolyn Bush, 202/708-6048

### **Default Management:**

- Creation and Distribution of the Cohort Default Rate Guide, available electronically through **[www.ifap.ed.gov](http://www.ifap.ed.gov)**
- Resolution of Cohort Default Rate Challenges/Adjustments/Appeals
- Semi-Annual Calculation and Dissemination of School Cohort Default Rates
- Respond to School Cohort Default Rate Query Requests
- Provide Cohort Default Rate Information via Default Management's Web site at **[www.ed.gov/offices/OSFAP/defaultmanagement](http://www.ed.gov/offices/OSFAP/defaultmanagement)**

*Continued...*

**School Cohort Default Rates**

**202/708-6048 ①**

**or 202/708-9396**

| <b>Team</b>   | <b>Default<br/>Management<br/>Adjunct</b> | <b>①</b>     |
|---|---|--------------|
| <i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)  | Janice Wilkins                            | 202-401-0073 |
| <i>Boston Team</i> (CT, ME, MA, NH, RI, VT)   | Zachary Vroman                            | 202-205-9263 |
| <i>Chicago Team</i> (IL, MN, OH, WI)  | Tammy Taylor                              | 202-205-5636 |
| <i>Dallas Team</i> (AR, LA, NM, OK, TX)   | Mary McGeorge                             | 202-206-1155 |
| <i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)   | Beverly Stern                             | 202-401-0050 |
| <i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)  | Zachary Vroman                            | 202-205-9263 |
| <i>New York Team</i> (NJ, NY, PR, Virgin Islands)   | Donna Bellflower                          | 202-401-0205 |
| <i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)   | Linda Young                               | 202-205-3790 |
| <i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands) | Francis Robinson                          | 202-708-7395 |
| <i>Seattle Team</i> (AK, ID, IN, OR, WA)  | Rosemary Foltis                           | 202-205-0450 |

# Common Origination and Disbursement (COD)

Contact SFAP Customer Service Call Center

800/433-7327 ①



sfa.customer.support@ed.gov



Fax: 202/275-5532



*Hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

## Information for Financial Aid Professionals (IFAP):



ifap.ed.gov

## The School's Portal:



sfa4schools.sfa.ed.gov

**COD Contact:** Harriet Downer

303/355-4110 ①





HSDowner@LogicalConnections.org


# CPS/WAN Technical Support


800/330-5947 

Telecommunications Device for the Deaf (TDD/TTY)


800/511-5806 

 cpswan@ncs.com

 319/358-4260

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*


## FAA Access on the Web:

 [fafsa.ed.gov/faa/faa.htm](http://fafsa.ed.gov/faa/faa.htm)

## FAFSA Express Web site address:

 [sfadownload.ed.gov/FAFSA/fexpress.html](http://sfadownload.ed.gov/FAFSA/fexpress.html)

## References and Documentation:

 [sfadownload.ed.gov/docsStudentAidGateway.htm](http://sfadownload.ed.gov/docsStudentAidGateway.htm)

## Software:

 [sfadownload.ed.gov/software.htm](http://sfadownload.ed.gov/software.htm)

## Web Demonstration Site:

 [fafsademotest.ed.gov](http://fafsademotest.ed.gov)

*To access the system use the following:*

User Name: **eddemo**

Password: **fafsatest**


- For users to become familiarized with the CPS Web Applications products.
- This site offers all the functionality features of the production site.
- Training on FAFSA on the Web (FOTW).
- Demo system for hands on training.

Continued...

## CPS/WAN Technical Support

800/330-5947 

Telecommunications Device for the Deaf (TDD/TTY)

800/511-5806 

- Campus-Based Award Letter
- CPS Batch Status
- CPS Testing System
- Custom/Combo/Mainframe Support for Direct Loans
- EDE Enrollment and Participation
- Electronic Access Conference Information (EAC)
- FAA Access on the Web
- Network Password Changes and Resets
- Rejected EDE Records and Batches
- Renewal FAFSA Processing
- Restore Batches to Customers' Mailboxes
- Software and User Manual Distribution
- Transmission Errors

| Software Assistance   |                                   |
|---|-----------------------------------|
| • <i>DL Tools</i>   | • <i>FISAP</i>                    |
| • <i>EDconnect</i>  | • <i>QA Tool</i>                  |
| • <i>EDEExpress – App Express, Packaging, Direct Loan, and Pell</i> | • <i>Return of Title IV Funds</i> |
| • <i>FAFSA Express</i>  | • <i>SSCR-32</i>                  |


| Technical References                     |  |
|--|--|
| • <i>Direct Loan Technical Reference</i> | • <i>Packaging Technical Reference</i> |
| • <i>EDE Technical Reference</i>         | • <i>Pell/RFMS Technical Reference</i> |
| • <i>FISAP Technical Reference</i>       | • <i>SSCR Technical Reference</i>      |


# Direct Loan Client Account Managers

- Program and Technical Assistance
- Reconciliation and Closeout
- Site Visits
- Training


| Region   | ①                       |
|--|-------------------------|
| <i>Region I</i> (CT, MA, ME, NH, RI, VT)   | 617/565-6911            |
| <i>Region II</i> (NJ, NY, PR, VI)  | 718/488-3660            |
| <i>Region III</i> (DC, DE, MD, PA, VA, WV)   | 215/656-5929            |
| <i>Region IV</i> (AL, FL, GA, KY, MS, NC, SC, TN)  | 404/562-6259            |
| <i>Region V</i> (IL, IN, MI, OH, WI)   | 312/886-8766            |
| <i>Region VI</i> (AR, LA, NM, OK, TX)  | 214/880-2405            |
| <i>Region VII</i> (IA, KS, MO, NE)   | 816/880-4090            |
| <i>Region VIII</i> (CO, MN, MT, ND, SD, UT, WY)  | 303/844-3677<br>EXT 121 |
| <i>Region IX</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands) | 415/556-4201            |
| <i>Region X</i> (AK, ID, OR, WA)   | 206/615-2231            |

## Direct Loan Consolidation

**800/557-7392** 


 [loan\\_consolidation@mail.eds.com](mailto:loan_consolidation@mail.eds.com)

 [loanconsolidation.ed.gov](http://loanconsolidation.ed.gov)

 *Hours are 8 a.m. – 8 p.m. (ET), Monday through Friday*


- Application Status
- Borrower Counseling
- Certifications
- Consolidation
- Fund Approved Loans
- Lender Identification
- Process Applications
- Processing
- Promissory Notes
- Repayment Information
- Supplemental Information

## Direct Loan Operations Staff

**202/377-3150** 


 [direct.loans@ed.gov](mailto:direct.loans@ed.gov)


 [ed.gov/DirectLoan](http://ed.gov/DirectLoan)

 *Hours are 7:30 a.m. - 4:30 p.m. (ET), Monday through Friday*

- Direct Loan Procedures and Operations


## Direct Loan Origination Center

**800/848-0978** 


 [loan\\_origination@mail.eds.com](mailto:loan_origination@mail.eds.com)

 [lo-online.ed.gov/unsecure/index.shtml](http://lo-online.ed.gov/unsecure/index.shtml)

 800/557-7396


 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*


## Applicant Services Line

**800/557-7394** 

- Acknowledgements
- Batch Integrity Errors
- Check Sum Errors
- Custom System Assistance
- Direct Loan Batch Status
- Implementation Guide Questions
- Interface Issues
- PLUS Loan Borrower Issues
- Promissory Notes
- Rejected Direct Loan Batches
- Reconciliation
- Rebuilt Loan Files

## Direct Loan Program Development

**202/377-4008** 

 *Hours are 8 a.m. - 4:30 p.m. (ET), Monday through Friday*

- Program Guidance
- Regulations

# Direct Loan Servicing Center


## Borrower Referral Only

**800/848-0979** ⓘ

**Telecommunications Device for the Deaf (TDD/TTY)**

**800/848-0983** ⓘ

 dlServicer.ed.gov

 800/848-0984

ⓘ *Hours are 8 a.m. – 8:30 p.m. (ET), AVR available 24 hours a day, Monday through Friday*

- Borrower Account Inquiries
- Payment Inquiries
- Deferments/Forbearances
- Repayment Options


## School Services


**888/877-7658** ⓘ

ⓘ *Hours are 8 a.m. – 8:30 p.m. (ET), Monday through Friday*


- Booking Dates
- Disbursement Refunds
- Clearinghouse Issues
- Interface Issues
- Delinquency Issues
- Separation Dates

**FAFSA on the Web Customer Service 800/801-0576**   
**Telecommunications Device for the Deaf (TDD/TTY) 800/511-5806** 

 [fafsaweb@ncs.com](mailto:fafsaweb@ncs.com)

 *Hours are 8 a.m. - midnight (ET), Monday through Friday*

**FAFSA on the Web (for Student Access):**

 [fafsa.ed.gov](http://fafsa.ed.gov)

- Application Status
- Correction on the Web Assistance
- FAFSA on the Web Assistance
- General Questions on Electronic Filing
- Help Accessing the Web Site
- Process Corrections
- Renewal Applications on the Web Assistance

**PIN Registration Site (for Student Access):**

 [pin.ed.gov](http://pin.ed.gov)


- Address Changes
- General Questions on Applying for a PIN
- Help Accessing the Web site
- PIN Requests
- Enabling and Disabling PINs


# Federal Pell Grant Program

**800/4PGRANT**   
or 800/474-7268

 pell.systems@ed.gov

 www.pellgrantsonline.ed.gov

 301/548-2378

 *Hours are 8 a.m. – 8 p.m. (ET), AVR available 24 hours a day, Monday through Friday*

## **Federal Pell Grant Program Customer Service**

- Batch Processing Status and Rejected Batches
- Beta Testing Problems
- Current Authorization Level
- General Inquiries Concerning RFMS
- Information and Data Requests Regarding Award Years Prior to 2000-2001
- Pell Grants on the Web Questions

## **Federal Pell Grant Program Web Page**

- Authorization Level for Award Years 1999-2000 and Forward
- Batch Status for Award Years 1999-2000 and Forward
- Links to Pell Grant Resources

# Federal Student Aid Information Center (FSAIC)

**800/4FED AID** ①

or **800/433-3243**


**Telecommunications Device for the Deaf (TDD/TTY)**


**800/730-8913** ①


① *Hours are 8 a.m. - midnight (ET), 7 days a week*

- Address and School Changes
- Application Status
- Distribution of Selected Publications
- Duplicate SARs
- NSLDS Borrower Tracking Questions
- Student Financial Aid Program Questions

# FISAP Technical Support

877/801-7168 

 301/565-0613

 *Hours are 8 a.m. - 5:30 p.m. (ET), Monday through Friday*

**Electronic FISAP Administrator:** 8300 Colesville Road  
Suite 600  
Silver Spring, MD 20910


- FISAP Acknowledgement
- FISAP Edit File
- FISAP on the Web
- FISAP Prior Year File
- FISAP Replacement Year-to-Date File


| Campus-Based Contact Information |                    |
|----------------------------------|--------------------|
| Main Number                      | 202/708-7741       |
| E-mail Address                   | cbfob@ed.gov       |
| IFAP Web page                    | ifap.ed.gov        |
| FISAP on the Web e-mail address  | cbfisap@sfa.ed.gov |
| Harrison Bannister               | 202/708-5776       |
| Rich Bennett                     | 202/260-6074       |
| Richard Coppage                  | 202/708-4694       |
| Sandra Donelson                  | 202/708-9751       |
| Sherraine Green                  | 202/708-5774       |
| Rhonda Herbert                   | 202/708-9191       |
| Lois Moore                       | 202/708-7741       |
| Joe Morris                       | 202/708-8745       |
| Judy Norris                      | 202/708-9757       |
| Dorothy Proctor                  | 202/708-7746       |
| Robert G. Smith                  | 202/358-4865       |
| Milton Thomas                    | 202/708-9756       |
| Pamela Wills                     | 202/401-3293       |


## **Grant Administration and Payment System (GAPS)**

**888/336-8930** 

**Telecommunications Device for the Deaf (TDD/TTY)**


**800/897-8402** 

 [gapsweb.ed.gov](http://gapsweb.ed.gov)

 *Hours are 8 a.m. - 6 p.m. (ET), Monday through Friday*

- Initiate Payment Requests and Refunds
- Check Available Balances
- Print Activity Reports
- View Payment Requests


## **Information for Financial Aid Professionals (IFAP)**

 [ifap.ed.gov](http://ifap.ed.gov)


# National Student Loan Data System (NSLDS)

800/999-8219 

 [nsldscoe@raytheon.com](mailto:nsldscoe@raytheon.com)

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

## **FAA Professionals (Restricted System–Authorized Personnel Only):**


 [nsldsfap.ed.gov](http://nsldsfap.ed.gov)

## **Students:**

 [nslds.ed.gov](http://nslds.ed.gov)

- NSLDS Batch Status
- NSLDS Web Navigation and Password Resets
- Perkins Reporting
- Rejected NSLDS Records
- SSCR Reporting
  - Data Conflict Resolution
  - Transfer Monitoring
  - Overpayment Reporting
  - ISIR Loan History
  - NSLDS Reports

## Quality Assurance Program Staff

 [qaprogram.air.org](http://qaprogram.air.org)

If you have a question about your participation in the Quality Assurance Program or similar issues, we suggest you call or write to your contact person in the Performance and Accountability Improvement Staff at ED. For technical support for the QA Tool software, contact CPS/WAN Technical Support.

| Contact            | Region     | Phone        | E-mail                    |
|--------------------|------------|--------------|---------------------------|
| Holly Langer-Evans | 1, 2, 5    | 617/223-9603 | Holly.Langer-Evans@ed.gov |
| Francine Reeves    | 3, 4, 6, 7 | 404/562-6289 | Francine.Reeves@ed.gov    |
| Michael Cagle      | 8, 9, 10   | 206/615-2586 | Michael.Cagle@ed.gov      |

We encourage you to join the QA Listservs.

Two are available to the QA team:

- QA Director
- QA Team


To subscribe, please e-mail Daniel Berry at the Pelavin Research Center at [Dberry@air.org](mailto:Dberry@air.org).

## Experimental Sites Initiative

**Listserv:**

 [x-sites@lists.air-dc.org](mailto:x-sites@lists.air-dc.org)

**Contact:** Jacquelyn Bannister

**202/377-4376** 

 [Jackie.Bannister@ed.gov](mailto:Jackie.Bannister@ed.gov)

## Student Aid Internet Gateway (SAIG)

 [sfadownload.ed.gov](http://sfadownload.ed.gov)


### SAIG Enrollment Site:


 [sfawebenroll.ed.gov](http://sfawebenroll.ed.gov)

## SFAP Customer Service Call Center (CSCC)

**800/4ED-SFAP**   
or 800/433-7327

 [sfa.customer.support@ed.gov](mailto:sfa.customer.support@ed.gov)

 Fax: 202/275-5532

 *Hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

- Application Processing Questions
- Help with Contacting Other Staff in the U.S. Department of Education
- Title IV Policy Questions

# SFA Technical Support



[ed.gov/offices/OSFAP/sfatech/index.html](http://ed.gov/offices/OSFAP/sfatech/index.html)

SFA Technical Support is a customer service Web site. The Web site contains general descriptions of SFA's systems, as well as frequently asked questions and tips. The Feedback page allows you to submit recommendations for improvements to our systems and software. Contact phone numbers (and e-mail addresses, where available) for all of the systems are listed.

There is also information on how to subscribe to and use the e-mail listserv for technical inquiries.



[ed.gov/offices/OSFAP/sfatech/listserv.html](http://ed.gov/offices/OSFAP/sfatech/listserv.html)

SFA Technical Support Web site includes links to the following information:

|   |
|---|
| <ul style="list-style-type: none"><li>• <b>Feedback</b> – Click on Feedback to send comments about SFA Technical Support or any other system. You will not receive responses to comments sent through SFA Feedback. To have your questions answered, send them through the SFATECH listserv or contact the CPS/WAN Technical Support.</li></ul>   |
| <ul style="list-style-type: none"><li>• <b>SFATECH</b> – Click on SFATECH for instructions on how to subscribe to and use the e-mail listserv sponsored by the U.S. Department of Education. Its goals are to provide accurate and timely answers to technical questions about the U.S. Department of Education's SFA systems, software, and mainframe products and to create an environment where financial aid professionals can help one another resolve technical issues.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>Tips</b> – Click on Tips to view tips on using ED software. Tips are listed by the following systems: RFMS, NSLDS, Direct Loan, CPS, WAN, Campus-Based, PEPS, and FFEL.</li></ul>  |
| <ul style="list-style-type: none"><li>• <b>Software</b> – Click on Software to view descriptions of the following ED provided software products: EDEExpress, EDconnect, SSCR-32, FISAP, QA Tool, DL Tools, FAFSA Express, and Perkins Data Provider.</li></ul>  |
| <ul style="list-style-type: none"><li>• <b>FAQs</b> – Click on FAQs to view frequently asked questions regarding the following systems and programs: RFMS, NSLDS, Direct Loan, CPS, WAN, Campus-Based, PEPS, EDCAPS, FFEL, SFAdownload, and SFA to the Internet.</li></ul>  |
| <ul style="list-style-type: none"><li>• <b>Search</b> – Click on Search to search various ED Web sites by Topics and Words.</li></ul>   |
| <ul style="list-style-type: none"><li>• <b>Systems</b> – Click on Systems to view descriptions for the following ED systems: RFMS, NSLDS, Direct Loan, CPS, WAN, CBS, PEPS, EDCAPS, and FFEL.</li></ul>   |
| <ul style="list-style-type: none"><li>• <b>SFA to the Internet</b> – Click on SFA to the Internet to view information on this new project. Information is organized into the following topics: Summary of All Notes, EDconnect – PC Users, Mainframe/Non-PC Users, FISAP Users, and NSLDS Online Users.</li></ul>   |
| <ul style="list-style-type: none"><li>• <b>IFAP</b> – Click on IFAP to go directly to the Information for Financial Aid Professionals Web site.</li></ul>   |